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Alexa Terms of Use

Last Updated: February 2, 2016

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For the purpose of these Amazon Alexa Terms of Use:

"Alexa" means Amazon's Alexa voice services, which includes Third Party Services, digital content, Software, the Amazon Alexa App, and support and other related services.

"Alexa Enabled Product" means any product or application that enables access to Alexa, such as the Amazon Echo device.

"Amazon Alexa App" means the companion app or website provided by Amazon that provides access to Alexa's settings, Alexa-related content, and other information.

"Software" means all software (including any updates or new versions), and any related documentation, that we make available to you for operation of Alexa.

"Third Party Service" means any service or application (including any updates or new versions) provided by a third party that we make available to you for use on or through Alexa.

1. Alexa

1.1. Alexa. An Alexa Enabled Product and internet connection are required to access and use Alexa. Some Alexa services may not be available in all areas and may require separate subscriptions.

1.2 Use of the Software. You may access Alexa and use the Software only on or through an Alexa Enabled Product, and you may only make personal and non-commercial use of Alexa. For additional terms that apply to the Software, see the Additional Amazon Software Terms contained in the [Amazon.com Conditions of Use](#) and the terms contained in the Legal & Compliance section in the Help menu of your Amazon Alexa App.

1.3 Voice Services. You control Alexa with your voice. Alexa streams audio to the cloud when you interact with Alexa. Alexa processes and retains your voice input and other information, such as your music playlists and your Alexa to-do and shopping lists, in the cloud to respond to your requests and improve our services. [Learn more](#) about these voice services including how to delete voice recordings associated with your account.

1.4 Voice Purchasing. Alexa allows voice purchasing from Amazon using your default payment and shipping settings. Purchases are subject to the [Amazon.com Privacy Notice](#) and the [Amazon.com Conditions of Use](#). You can require a speakable confirmation code, turn off voice purchasing, and see product and order details for your Amazon purchases in your Amazon Alexa App. These settings do not apply to purchases you may make by voice through a Third Party Service. [Learn more](#).

2. Third Party Services; Third Party Alexa Enabled Products.

2.1 Third Party Services. If you use a Third Party Service, we may exchange related information with that service, such as your zip code when you ask for the weather, your custom music stations, or the content of your requests. Your use of any Third Party Service is subject to this Agreement and any third party terms applicable to such Third Party Service. Certain of these third party terms can be found in the Legal Notices section of your Amazon Alexa App, or may be linked from your Amazon Alexa App, and may be updated from time to time. If you do not accept the third party terms applicable to a Third Party Service, do not use that Third Party Service. When using a Third Party Service, you are responsible for any information you provide to the third party. Amazon has no responsibility or liability for Third Party Services. Publishers of Third Party Services may change or discontinue the functionality or features of their Third Party Service.

2.2 Third Party Alexa Enabled Products. Alexa Enabled Products include third party products that Amazon does not manufacture or develop. Amazon has no responsibility or liability for such products.

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3. General

3.1 Information. The Software will provide Amazon with information about use of Alexa and its interaction with your Alexa Enabled Product (such as device type, voice information, content metadata, and location). Information provided through Alexa may be stored on servers outside the country in which you live. We will handle any information we receive in accordance with the [Amazon.com Privacy Notice](#).

3.2 Functionality; Content. We do not guarantee that Alexa or its functionality or content (including traffic, health, or stock information) is accurate, reliable, or complete. Alexa may allow you to interact with or operate other products, such as lights, appliances, or locks, and Amazon has no responsibility or liability for such products. You may encounter content through Alexa that you find offensive, indecent, or objectionable. Amazon has no responsibility or liability for such content.

3.3 Changes to Alexa; Amendments. We may change, suspend, or discontinue Alexa, or any part of it, at any time without notice. We may amend any of this Agreement's terms at our sole discretion by posting the revised terms on the Amazon.com website. Your continued use of Alexa after the effective date of the revised Agreement constitutes your acceptance of the terms.

3.4 Geographic Restrictions. You may access and use Alexa only in the United States. We may restrict access to Alexa from other locations.

3.5 Termination. Your rights under this Agreement will automatically terminate without notice if you fail to comply with any of its terms. In case of such termination, Amazon may immediately revoke your access to Alexa without refund of any fees. Amazon's failure to insist upon or enforce your strict compliance with this Agreement will not constitute a waiver of any of its rights.

3.6 Disputes/Binding Arbitration. Any dispute or claim arising from or relating to this Agreement or Alexa is subject to the binding arbitration, governing law, disclaimer of warranties, limitation of liability, and all other terms in the [Amazon.com Conditions of Use](#). By using Alexa, you agree to be bound by those terms.

3.7 Disclaimer of Warranties and Limitation of Liability. Without limiting the Disclaimer of Warranties and Limitation of Liability terms in the [Amazon.com Conditions of Use](#), and unless otherwise required by applicable law, in no event will our or our licensors' or our service providers' aggregate liability arising from or relating to this Agreement with respect to any claim exceed fifty dollars (\$50).

3.8 Contact Information. For help with Alexa or resolving other issues, please contact Customer Service by e-mail: alexa-support@amazon.com or by phone at 1-877-375-9365 (toll free) when dialing in the US or at (206) 922-0197 (charges may apply) when dialing outside the US.

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